

Maricopa County Community Services Commission

Monday, January 26, 2015 6:00pm

234 N Central Ave. #3000 Phoenix AZ 85004

*The Advisory Tri-Partite Board of the Maricopa County Community Action Agency*

**MEETING MINUTES**

MEMBERS PRESENT		
Public Sector	Private Sector	Consumer Representative
Ms. Kathie Farr Councilwoman for the City of Tolleson	Ms. Bonnie Temme Salt River Project	Ms. Pam DiPietro
	Ms. Cathy Chiang Arizona Public Service	
	Ms. Amy Schwabenlender Valley of the Sun United Way	
	Ms. Marlena Piña The Salvation Army	
MEMBERS ABSENT		
Public Sector	Private Sector	Consumer Representative
	Mr. Frank Gallardo	Ms. Alice Hector
		Mr. Lorenzo Aguirre
GUESTS AND STAFF PRESENT		
Guests	Staff	
	Ms. Sandra Mendez, Assistant Director	
	Ms. Tina Tegtmeyer, Operations Supervisor	
	Mr. Mark Monroe, Contracts Administrator	
	Ms. Cynthia Betts, Administrative Specialist	

1. **Call to Order**

Chair Amy Schwabenlender called the meeting to order at 6:10 p.m.

2. **Roll Call**

Cynthia Betts completed roll call. Six (6) of the nine (9) seated Commission members were present. A quorum was established.

3. **Pledge of Allegiance**

The pledge was led by Ms. Amy Schwabenlender.

4. **CAA Director's Report –**

**Quarterly CAP Director's Meeting**

Ms. Sandra Mendez provided a brief overview of the Community Action Program (CAP) Director's Quarterly Meeting held on November 21, 2014, in which she provided the current status of each agenda item. She also explained that the goals of the CAP Director's Meetings are to provide current information, notify Directors of upcoming events and provide technical assistance. These meetings will improve service

delivery, provide for transparency and help to identify irregular expenditure patterns throughout the CAP Network. A copy of the November 21, 2014 CAP Director's Meeting Minutes were provided to the Commission.

#### **Department of Economic Security (DES) Request for Application (RFA) Packet 2016**

Ms. Mendez advised the Commission that the Community Services Division (CSD) received the DES RFA packet late last week. Ms. Mendez explained that Fiscal Year 2016 will be the first year of a new five (5) year contract with DES. The new contract will set the tone for the next five (5) years, for the Community Services Network.

#### **Arizona Community Action Association (ACAA) Multi-Service Contract 2016**

Ms. Mendez reported that CSD and ACAA have coordinated an ongoing effort to ensure full depletion of ACAA funds in the current State Fiscal Year. She also informed the Commission that if these efforts are successful, it could result in an increase in the ACAA funding, as CSD has requested that ACAA use CSD as the primary conduit for the distribution of all Multi-Service Contract funds directed at the Maricopa County geographic service area. The current fiscal year's allocation is \$150,000.

#### **Family Self-Sufficiency Program (FSS)**

Ms. Mendez reported that discussions between CSD staff and the Housing Authority of Maricopa County (HAMC) resulted in an authorization to increase participant enrollment for the Family Self-Sufficiency Program from twenty-one (21) participant families to seventy-five (75) participant families. The new contract is scheduled to become effective on January 1, 2015.

#### **Evidence-Based Pilot Project**

Ms. Mendez provided an update regarding the DES contract amendment which authorizes the Community Services Block Grant (CSBG) Discretionary Funding awarded to CSD in October 2014, for the pilot project. She explained that the process to execute the amendment has been extremely lengthy and has resulted in a significant delay to CSD's ability to begin the project. She stated that the funding will likely not be available until approximately March 1, 2015. This leaves only four months in the contract year, from which to ensure expenditure of the funding. Ms. Mendez reported that a request to carry-over the funds has been submitted to DES.

#### **Federal and State Budget**

Ms. Mendez reported that federal and state budget proposals do not present significant reductions in funding for any of the programs operated by CSD at this time, but staff will continue to monitor the legislative process.

#### **Additional Funding - Southwest Gas (SWG)**

Ms. Mendez reported that a contract is presently being negotiated with ACAA to secure an additional \$135,000 to provide bill assistance to low-income customers of SWG, through the SWG Energy Share Program.

#### **CSD Staffing**

Ms. Mendez reported that two (2) new positions have been established within CSD, which will ensure that the Division is fully-staffed and maintains the full capacity to address the causes of poverty in local areas. She also provided a brief description of each position.

#### **Department of Economic Security (DES)**

Ms. Mendez reported that Mr. Clarence Carter, DES Director has recently resigned his position and the Governor has appointed an interim Acting DES Director. DES has also appointed an interim Community

Services Administrator, to manage program operations since the resignation of Mr. Mark Peoples.

**Maricopa County Board of Supervisors**

The Maricopa County Board of Supervisors has seated a newly elected board member named Mr. Steve Gallardo, who previously served in the Arizona State Legislature. Mr. Gallardo's biography indicates he should be supportive of the work done by the Human Services Department.

5. **Contracts & Expenditures**

**Housing Authority of Maricopa County (HAMC) Contract Update**

Mr. Mark Monroe provided an update regarding the status of the HAMC contract. The contract has been approved by the Maricopa County Board of Supervisors and is currently with the Clerk of the Board pending signature.

**Department of Economic Security/Division of Aging and Adult Service (DES/DAAS) Amendment 12**

Mr. Monroe advised the Commission that the DES/DAAS, Amendment 12, has been approved by the Maricopa County Board of Supervisors. Mr. Monroe explained the final steps involved to fully execute the contract.

**DES December 2014 Invoice**

Mr. Monroe announced that CSD's December invoice to DES included a Low Income Energy Assistance Program (LIHEAP) voucher total of \$935,351. This is significant as it places the LIHEAP voucher expenditure percentage at 60%, which is 10% above the expected expenditure level. It ensures funding patterns are maintained for a twelve month program and that little, if any, funding will remain unexpended at the end of the current contract period. He stated that previous monthly billings averaged \$125,021. The introduction of a revised Quality Assurance (QA) process, close observation of expenditures, and staff's diligent work contributed to this successful result.

6. **Program Updates**

**CAP Funds/Expenditure Report/ Households Served Report**

Ms. Tina Tegtmeyer presented the Monthly CAP report. She explained the information contained on the report and specifically what it reflects for each CAP Service Area and each fund source. Ms. Mendez outlined the anticipated course of action to address any unspent funds, explaining the strategy is to continue to "tap" the agencies and request an expenditure plan from agencies that appear to be struggling with funds depletion. Ms. Mendez explained that if a subcontractor appeared to have under-depleted funds in the third quarter of the contract year, CSD will offer assistance to ensure full utilization of funding, up to and including reallocation to a different service area.

**Quality Assurance (QA) Process – Update**

Ms. Tegtmeyer outlined the previous QA process and the changes to the process that became effective on December 1, 2014. In December 2014, the subcontracted CAP's took 383 applications. Of those 383 applications twenty percent (76) were submitted to CSD for a full QA review. Of the seventy-six (76) applications submitted two (2) applications had eligibility issues. Those issues were resolved. Ms. Tegtmeyer explained the goals for the new QA process are to improve service delivery to clients and decrease delays in processing payments to vendors. Ms. Tegtmeyer explained how the QA process will be monitored and evaluated moving forward. The intent is to utilize this data as a tool in identifying training topics, or trends in areas requiring technical assistance. All information and results will be shared with the CAPs in an effort to identify areas for efficiency and quality improvements.

7. **Action Items-**

**Approval of the Meeting Minutes –**

The motion to approve the November 12, 2014 Emergency Commission Meeting Minutes was made by Kathie Farr; Pam DiPietro seconded the motion. The motion carried unanimously.

8. **Call to Public**

- Mr. Sam Sumner with Tempe Community Action Agency (TCAA) spoke briefly about coordination efforts being initiated between Maricopa County Workforce Development and TCAA. TCAA identified a large percentage of program applicants who reported an education level of four (4) year degree or higher, but who were unable to obtain gainful employment and were below the poverty guidelines. TCAA and Maricopa County Workforce Development Division (WDD) will be partnering to provide either networking or retraining to help these individuals move out of poverty. Mr. Sumner explained how this experience is helping identify future challenges that TCAA will face with the implementation of the Pilot Project they will be participating in with CSD to move individuals to self-sufficiency. Ms. Mendez further explained how these services will play a key role in the Pilot Project.
- Mr. Sumner spoke to the new QA process and the benefits the new process has provided.
- Ms. Kathie Farr announced that Vital Records and Immunization has relocated to the area around the West Valley WDD office. She also shared that the “new” downtown Tolleson is open and receiving rave reviews.
- Ms. Mendez announced that CareFirst has approached CSD requesting CSD’s participation in the Peoria “Project Connect”. She expressed our hope to assist individuals with rental move in expenses and possibly URRD Deposit assistance, if funding is available. Project Connect is scheduled for April 16, 2015 at the New Life Community Church, 8155 West Thunderbird Rd. Peoria AZ 85381.
- Ms. Amy Schwabenlender shared that the Veterans Stand Down event will be held on Feb 12, 13, & 14, at the Veteran’s Memorial Coliseum. After that time the Project Connect events will be held every six (6) to seven (7) weeks.

9. **Adjournment**

Chair Amy Schwabenlender adjourned the meeting at 6:55 p.m.

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**Next Meeting of the Maricopa County Community Services Commission.**

Monday, February 23, 2015 at 6:00pm to be held at  
234 N. Central Ave. #3000, Phoenix, AZ 85004